



Job Title: Operations Specialist

Department: Operations

Classification: Non-Exempt

JOB SUMMARY

This position is primarily responsible for performing daily operational tasks and assists the Operations Team Leader as needed.

ESSENTIAL FUNCTIONS:

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

- Correct deposit account errors on system(s)
- Maintain Bank Core System Information
- Process transaction rejects
- Process the Bank's Internal Mail
- Assist the team in the Daily Core Update function
- Assist customers via Live Chat
- Complete helpdesk requests in the manner consistent with the team goals
- Assist with Processing and Providing Customer Support for the following:
 - ACH Changes and One Time Transactions
 - Payroll Direct Deposit Processing
 - ATM Daily Files
 - Debit Cards Support (Balancing Accounts/Ordering new cards/activating cards/resetting PIN's/Falcon Alerts)
 - Credit Card Support & Payment Processing
 - Remote Deposit Capture
 - Mobile Deposit
 - IRA Federal and State Withholding
 - Internet Banking Management & Processing



- Business Banking
- Cash Letter Processing (Incoming/Outgoing)
- Proof/Capture Processing
- Updating Customer Information
- Merge CIF's
- Answer internal phone calls & emails
- Various Research Projects
- Reviewing Loan payments
- Reviewing Loan Documents
- Clearing Exceptions
- Booking Loans

As well as:

- Knowledge Expert in the duties and responsibilities of the Deposit Operations Specialist I position
- 2+ Years of ACH Knowledge
- Knowledge Expert Business eBanking
- Enhanced knowledge in OLB
- Responsible for IOLTA Reporting
- Responsible for Federal IRA Withholding Reporting
 - Responsible for State IRA Withholding Reporting
- Responsible for Review Reports Daily

EDUCATION, QUALIFICATIONS & TRAINING:

- Must possess a High School Diploma
 - II- 3+ years of banking experience in the Deposit Operations Department
 - II- 2+ years of ACH knowledge
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